

**LICENSING BUSINESS PROCESS SUMMARY
COSMETOLOGY OPERATOR AND MASSAGE THERAPIST**



Texas Department of Licensing and Regulation

P. O. Box 12157

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VERSION 2 – MAY 31, 2019

**Texas Department of Licensing and
Regulation**
Licensing Business Processes Summary Version 2

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1. INTRODUCTION

This report is the result of the LIPO (License Process Optimization) Project. Cosmetology (COS) Operator and Massage (MAS) Therapist licensing processes are the two business processes that will be included in this document. The business processes are shown starting from license application to license issue. All license types require a Criminal History Background Check and these processes are included. Because of time constraints the Education and Examination (E&E) Division processes, the Regulatory Affairs Division processes and all exceptions to the normal process flows are not included. The Continuing Education (CE) business process which is a part of E&E must be documented and reviewed prior to the development of a new system and is essential for licensing to work.

1.1. LIPO Project

Because of lack of documentation and consistency of existing licensing processes, the LIPO project was created to document the most frequently used license processes with a limited time frame to complete the project. The processes are documented as is. The agency issues and regulates 204 different types of licenses over 39 different programs.

1.2. Strategy

The goal of the project was to document as much as possible in the time allowed (two months). The processes selected were based on the Licensing Director and Chief Information Officer's input. The two major licensing systems are TULIP (The Universal Licensing Information Project) and VERSA Regulation. The most frequently requested licenses were selected, Cosmetology Operator (TULIP) and Massage Therapist (VERSA). The main flows for those license types have been documented.

The project team consisted of a Project Manager, a Business Analyst, two SME's from each program, two TULIP and two VERSA developers. The starting point for the documenting the processes were the program area's standard operating procedures and/or desk procedures. Once a first pass of the flow was created the teams met to fine tune, then met again as needed to finalize the flow charts.

1.3. Benefits

While this project did not have quantifiable Return on Investment (ROI), it provides input and details needed to scope the New Licensing System Project. Providing this report with the statement of work will reduce the risk to the project. The documented license flows provide a better level of understanding of the complexity of the licensing processes. The project was approved with the expectation it will help clarify scope and may reduce time spent on requirements gathering.

2. RESULTS

2.1. Licensing Overview Processes

The overviews shown are for COS licensing applications which are housed in the TULIP system. VERSA top level process are not shown in this document. To view each of the Process Diagrams in Microsoft Word, select the Chart Number and Ctrl-Click. (Click = left mouse click).

CHART NUMBER	TITLE	DESCRIPTION
Process 1	Licensing Process Overview	Top-level view of license application detail shows the COS process. Neubus (www.Neubus.com) is a vendor that scans documentation and provides images in a soft copy format.
Process 2	Licensing Support Services Mailroom Process	Mail room process flow. Detail shows TULIP process.

2.2. Criminal History (CH) Background Check Processes

A CH background check is required for all license types.

CHART NUMBER	TITLE	DESCRIPTION
Process 3	CH Background Check Process for a COS Operator Initial License Application	This process is initiated from entries made into the TULIP system and includes online and paper applications.
Process 4	CH Background Check Process for a COS Operator Renewal License Application	This process is initiated from entries made into the TULIP system and includes online and paper applications for renewals of an existing license.
Process 5	CH Questionnaire (CHQ) Process for COS Operator License Application	This process is initiated when an applicant includes a CHQ with their application.
Process 6	CH Background Check Process for a MAS Therapist - Initial or Renewal License Application	This process is a manual process that is initiated from entries made into the VERSA system.
Process 7	Criminal History Questionnaire Process for a MAS Therapist License Application	This process is initiated when an applicant includes a CHQ with their application.

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2.3. Cosmetology Operator Licensing Application Processes

The Cosmetology licensing applications are housed in the TULIP system. For a licensee to receive a Cosmetology Operator License two fees are paid, a Student Permit Fee and an Initial License Application Fee. The Initial License Application Fee may only be paid when the TULIP system generates a payment coupon.

CHART NUMBER	TITLE	DESCRIPTION
Process 8	COS Operator Initial License Application Process	This process begins when an applicant initiates a license application. For details of the Eligibility for COS Exams Process, the reader will go to Process 10. For the non-online payments process go to Process 9.
Process 9	COS Operator Initial License Application Process – Paper	The paper application and payment process are shown here for both Student Permit and License Coupon Payment.
Process 10	Eligibility for COS Exams Process	This chart shows the requirements for the written and practical exams that an applicant must meet.
Process 11	COS Operator Renewal License Application Process	This is the process that occurs when a licensee renews an existing license.
Process 12	COS Beauty Salon License Application Process	This is the process a business uses to apply for a license.
Process 13	TULIP Data Flows	This shows all the data interfaces for the TULIP system.

2.4. Massage Therapist Licensing Application Processes

The Massage Therapist licensing processes are housed in the VERSA system.

CHART NUMBER	TITLE	DESCRIPTION
Process 14	MAS Therapist Initial Online License Application Process	This is the process for an initial license application that is made online.
Process 15	MAS Therapist Initial Paper License Application Process	This is the process for an initial license application that is requested via a paper application.
Process 16	MAS Therapist Renewal Online License Application Process	This is the process for renewing an existing license application that is made online.
Process 17	MAS Therapist Renewal Paper License Application Process	This is the process for renewing an existing license via a paper application.
Process 18	VERSA Data Flows	This shows all the data interfaces for the VERSA system.

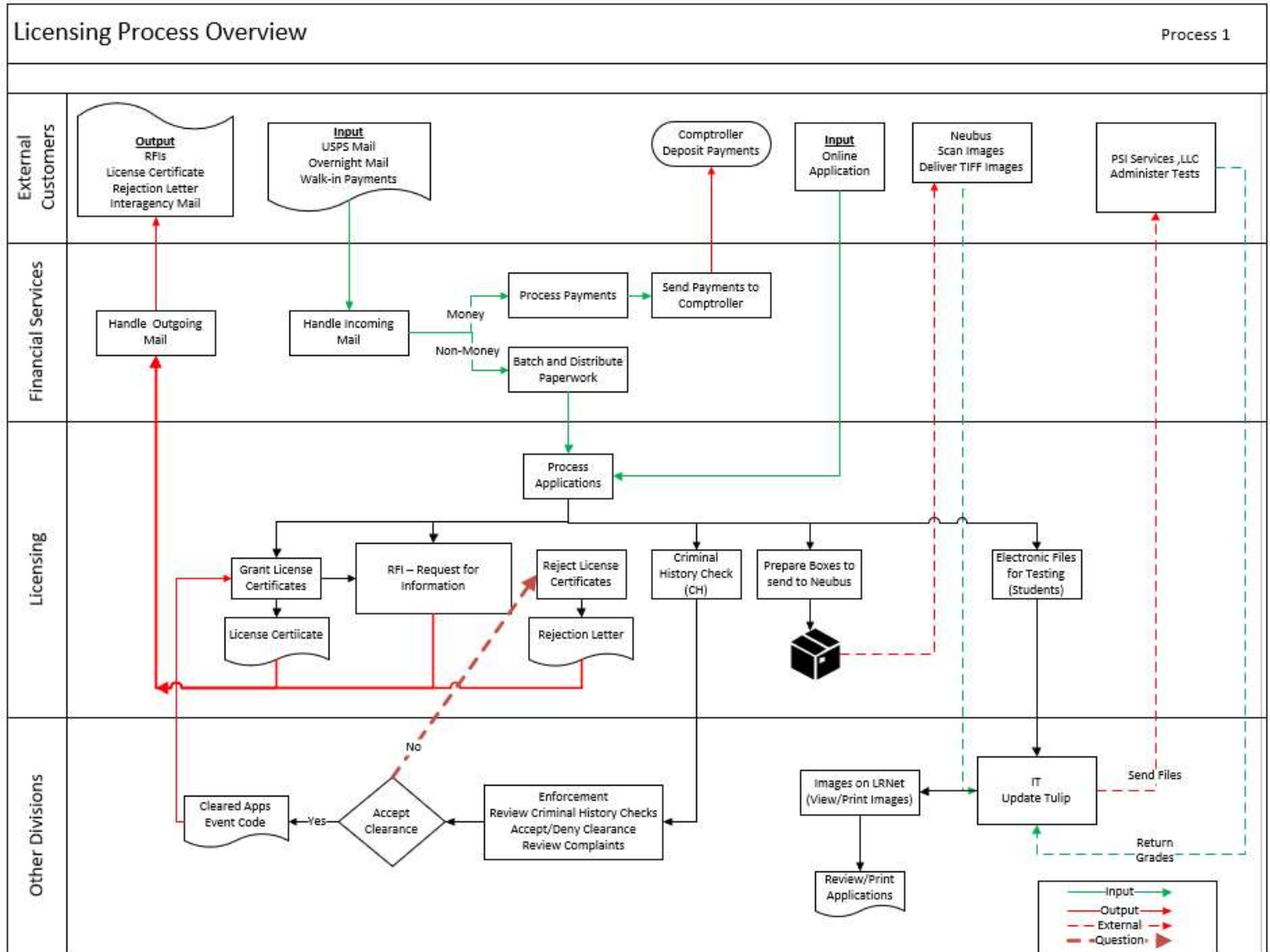
3. APPROVALS

Approver Name	Title	Signature	Date
Jodi Ashlock	Chief Information Officer	<i>Jodi Ashlock</i>	5/31/19

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4. PROCESS FLOWS

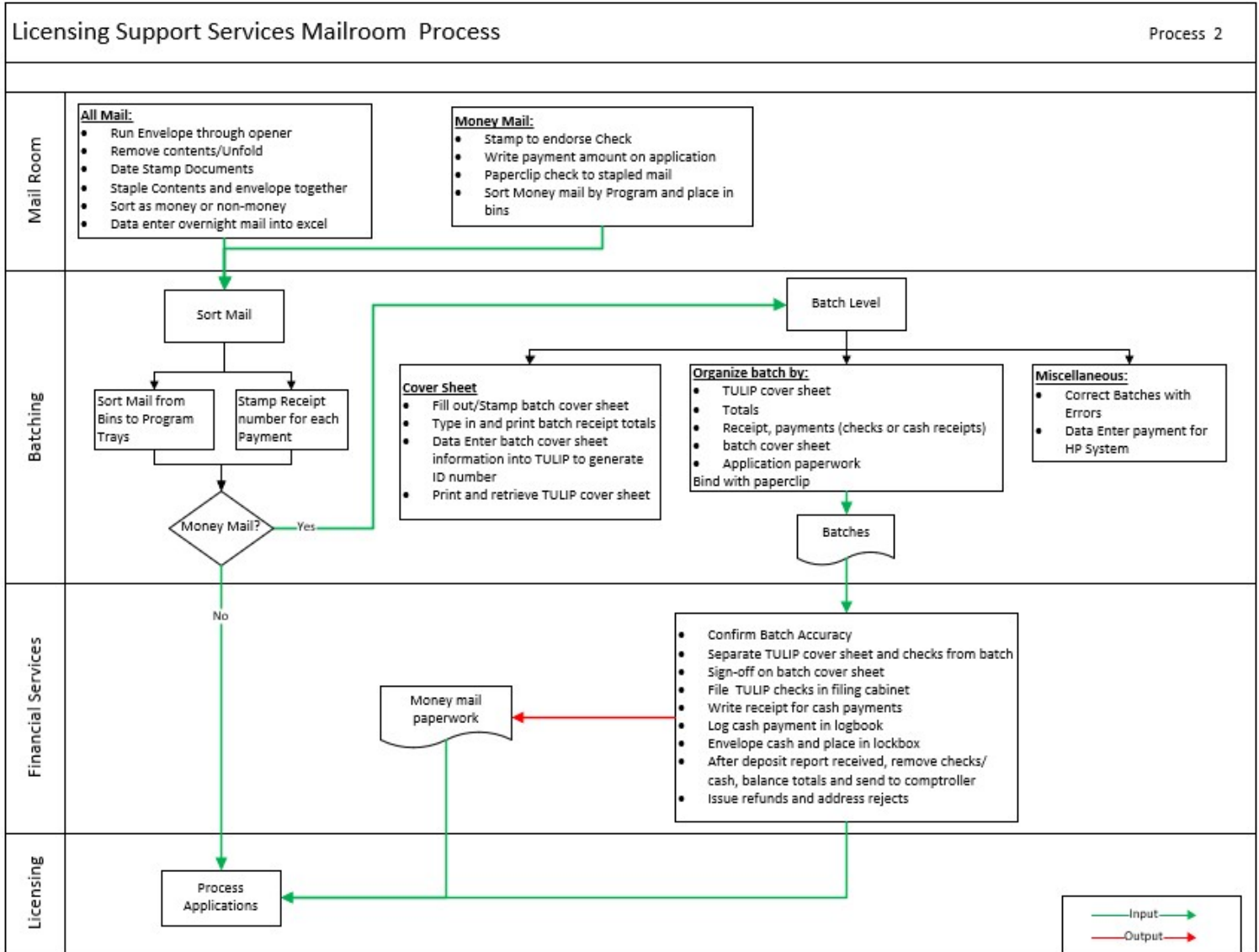
Process 1



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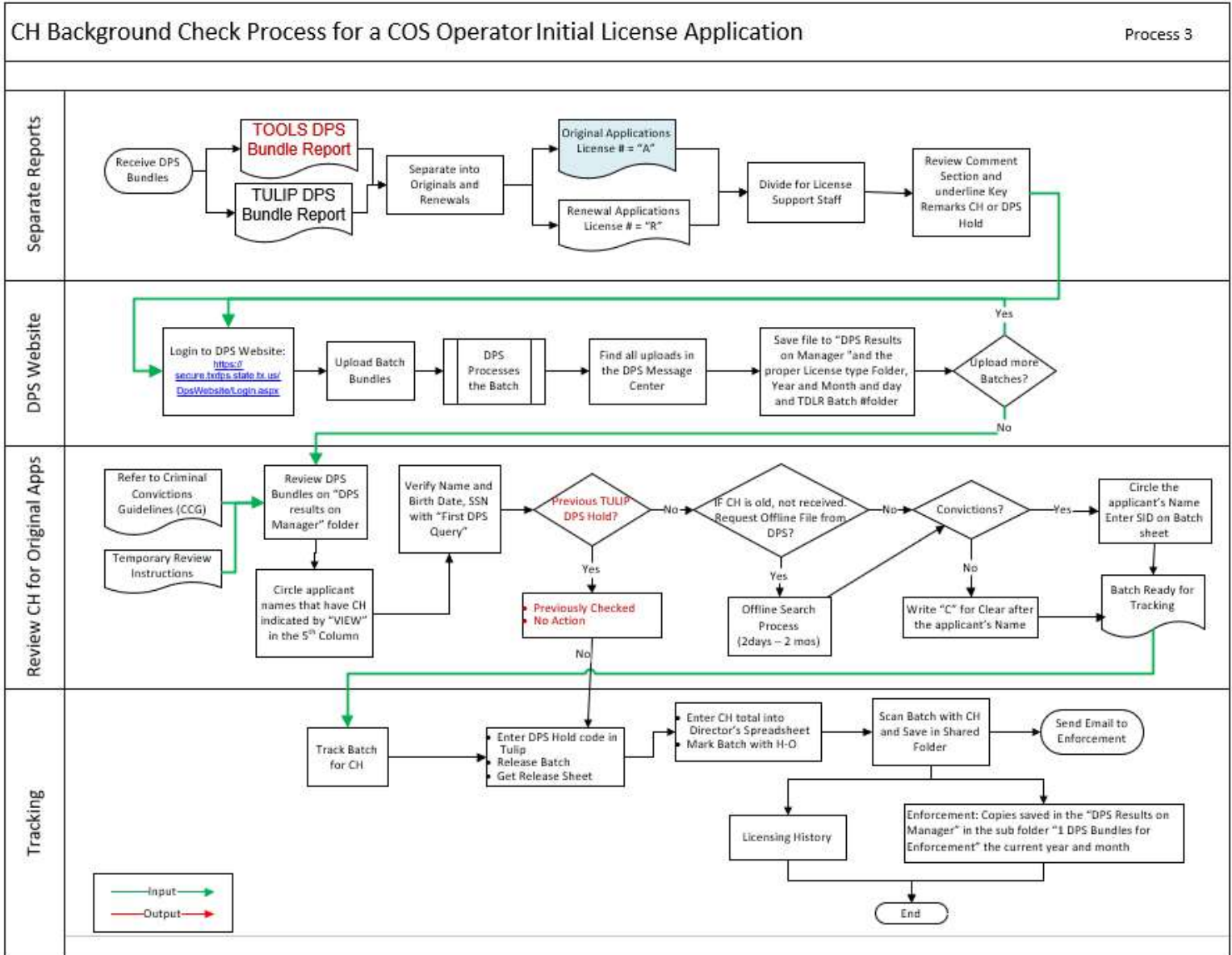
Process 2



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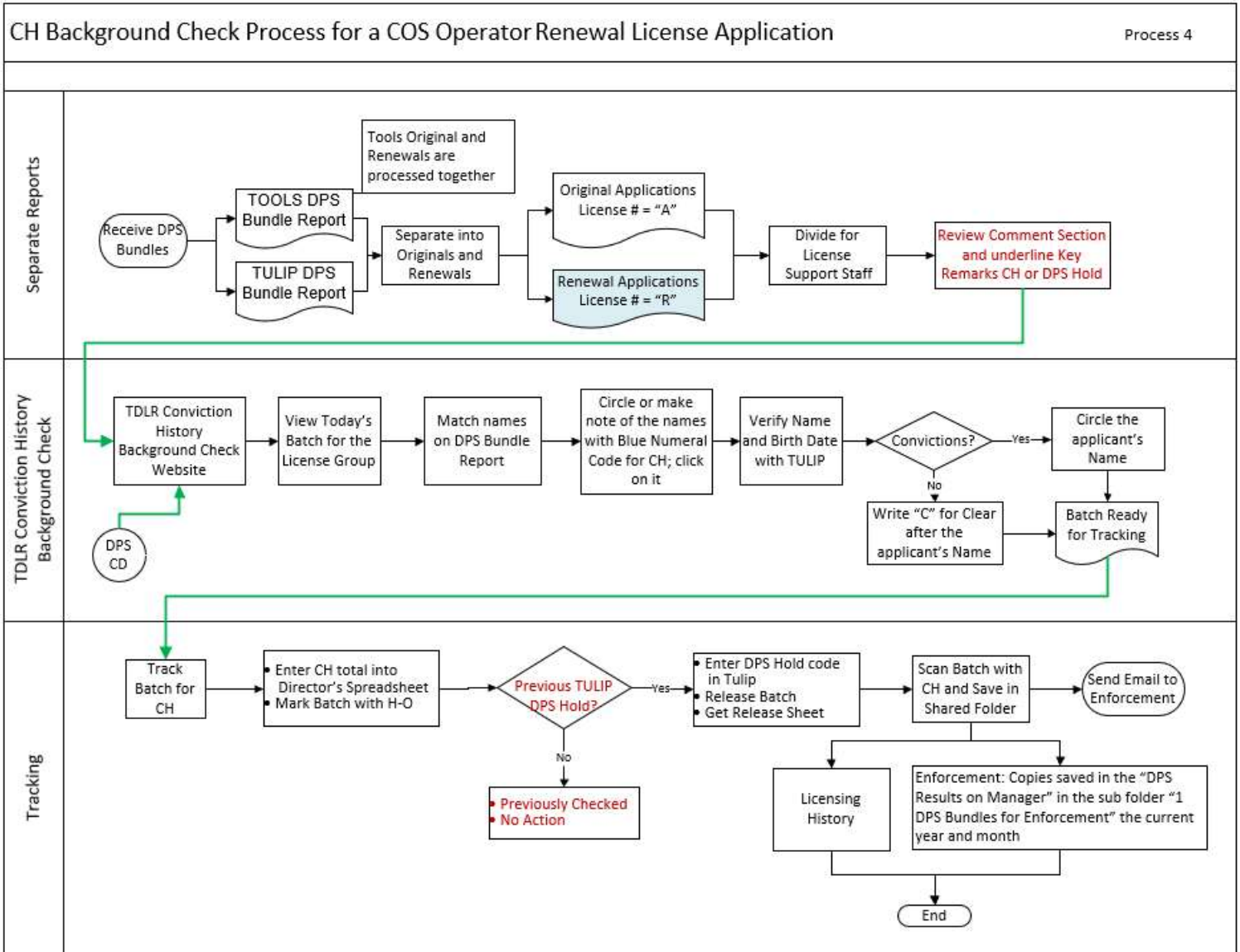
Process 3



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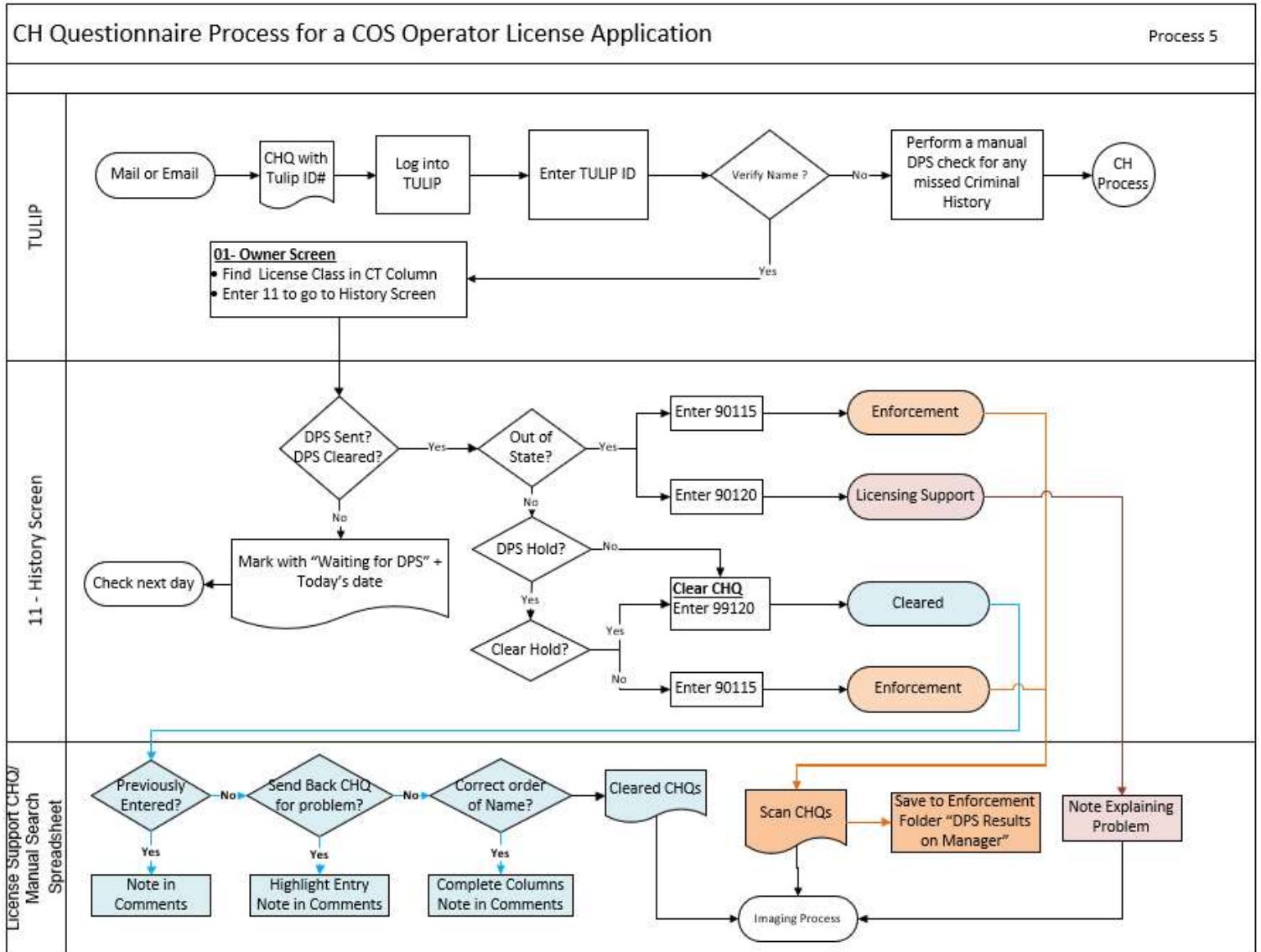
Process 4



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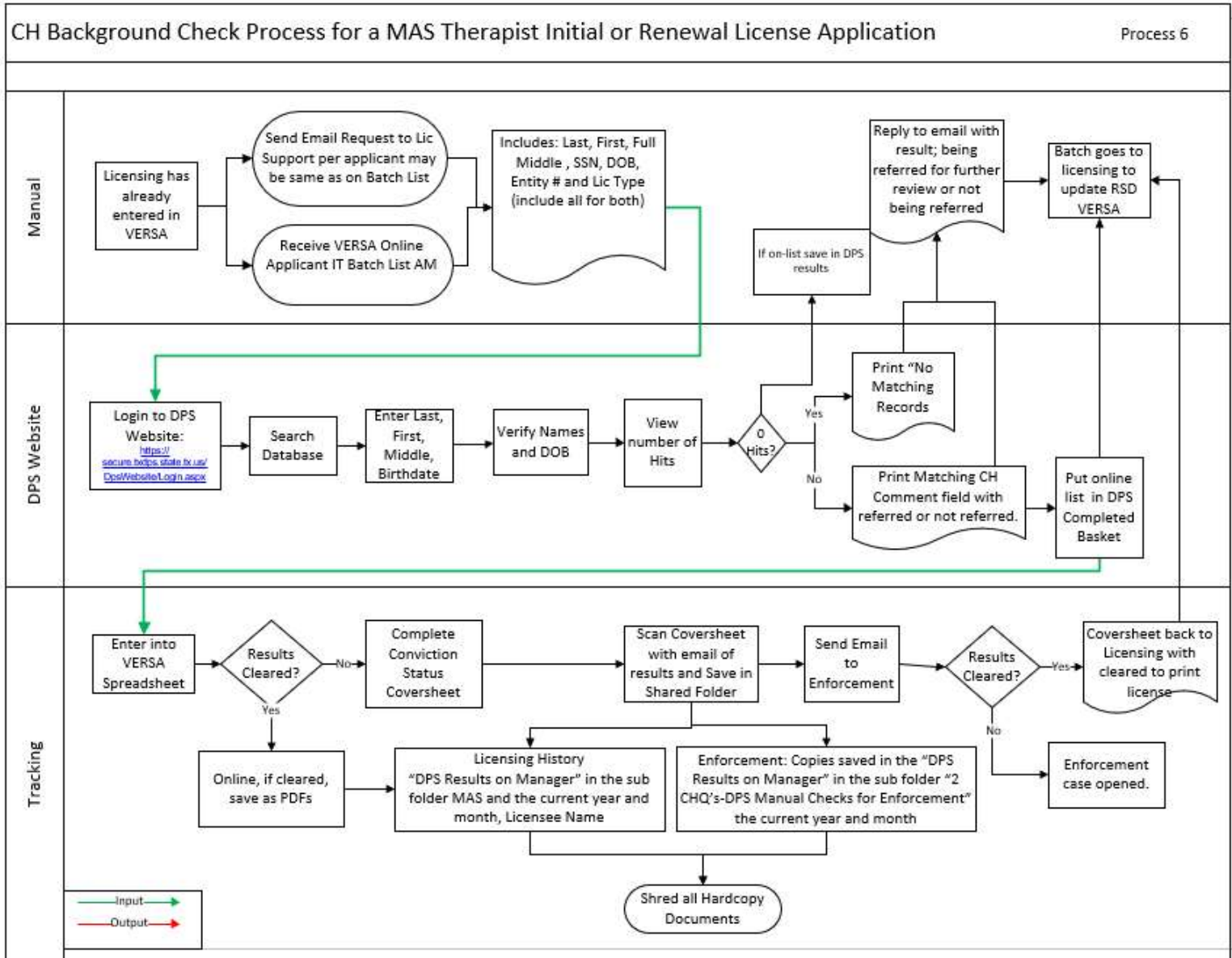
Process 5



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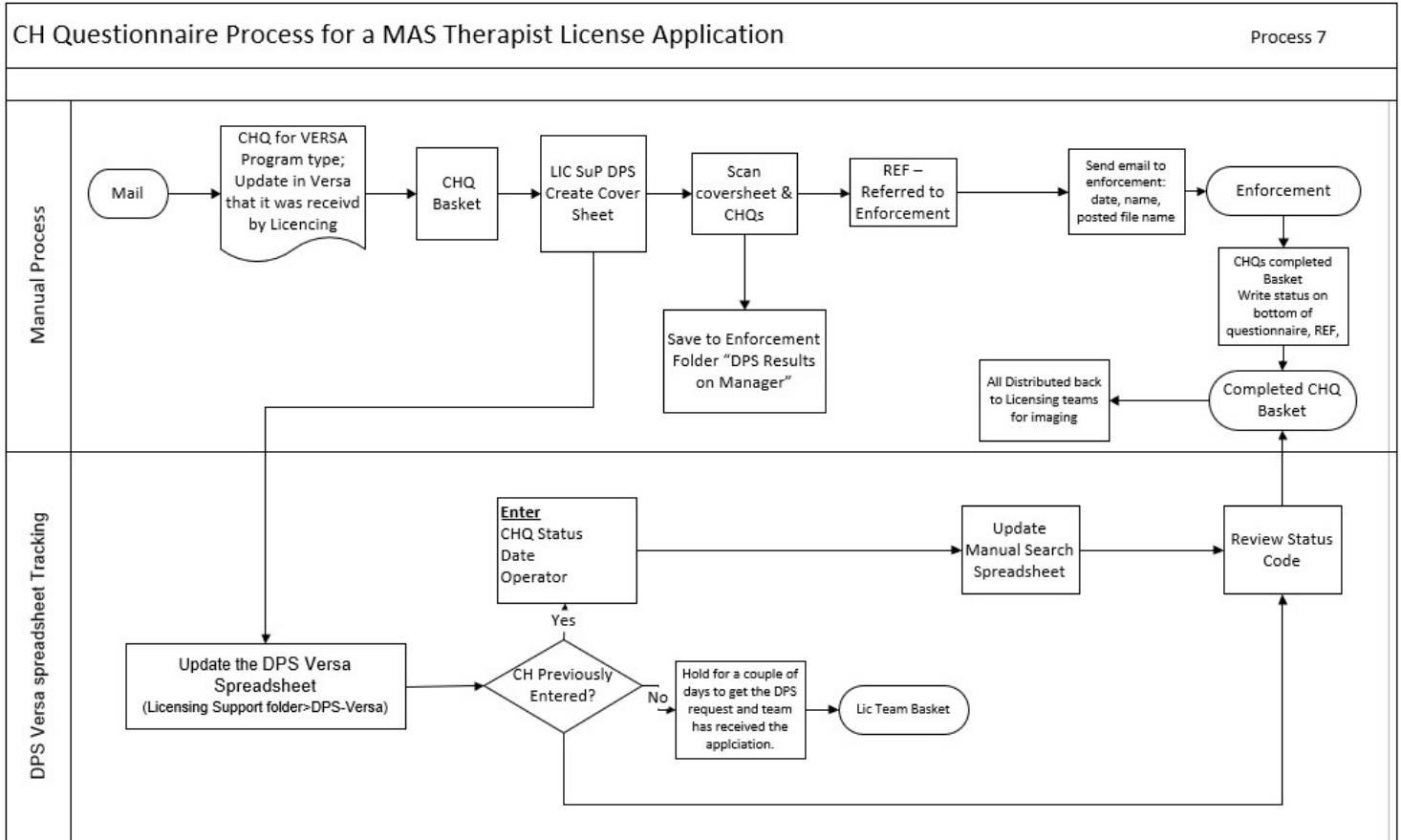
Process 6



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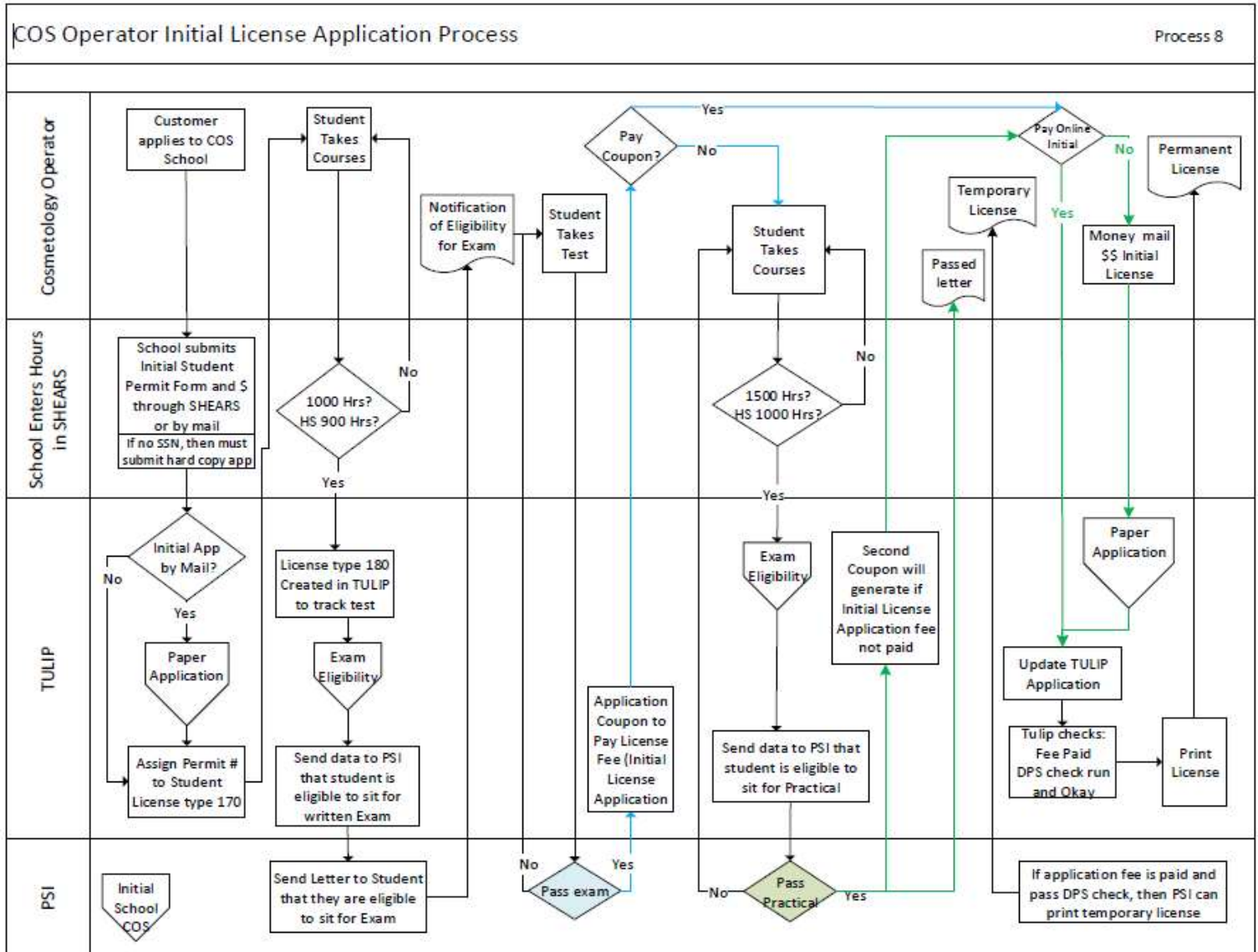
Process 7



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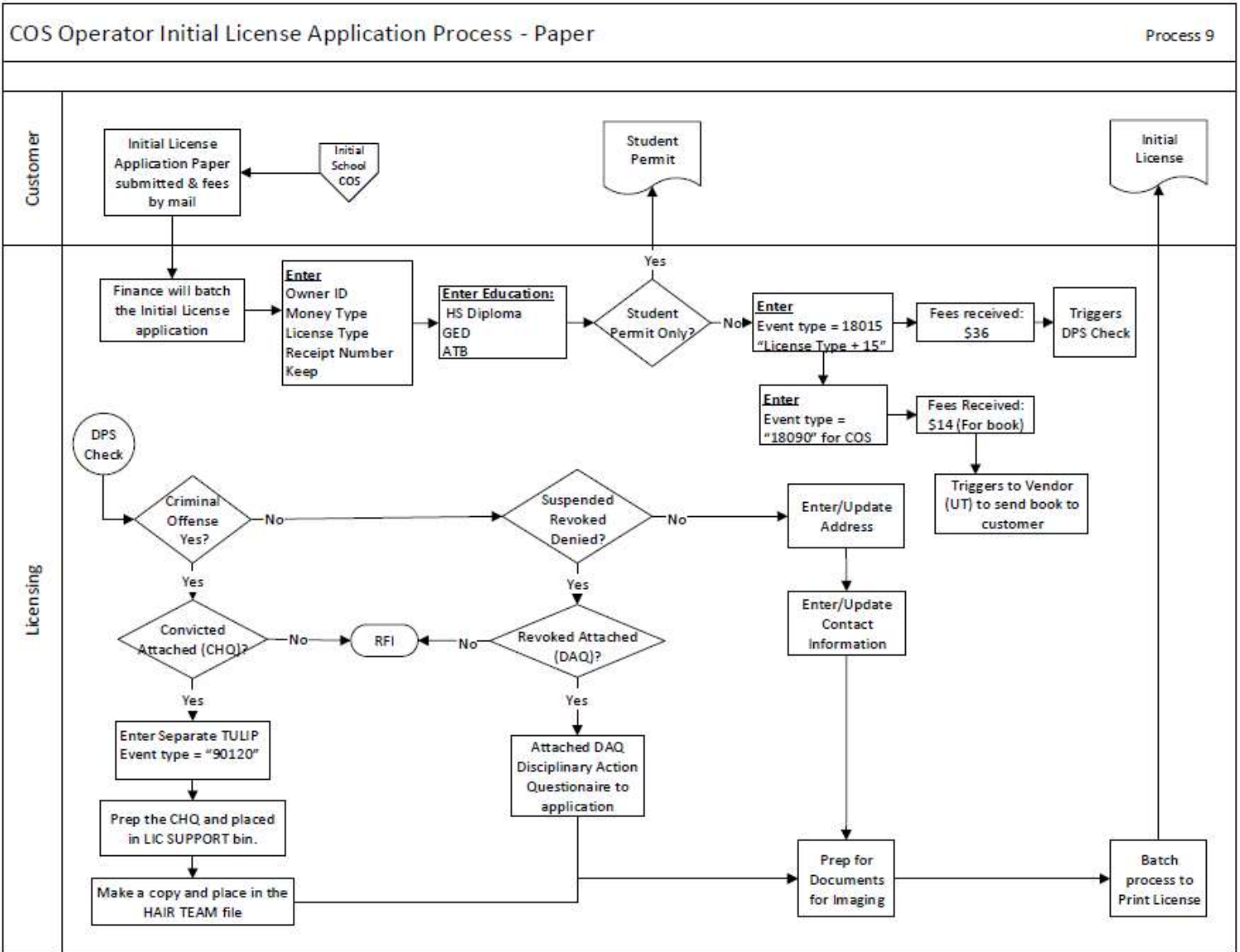
Process 8



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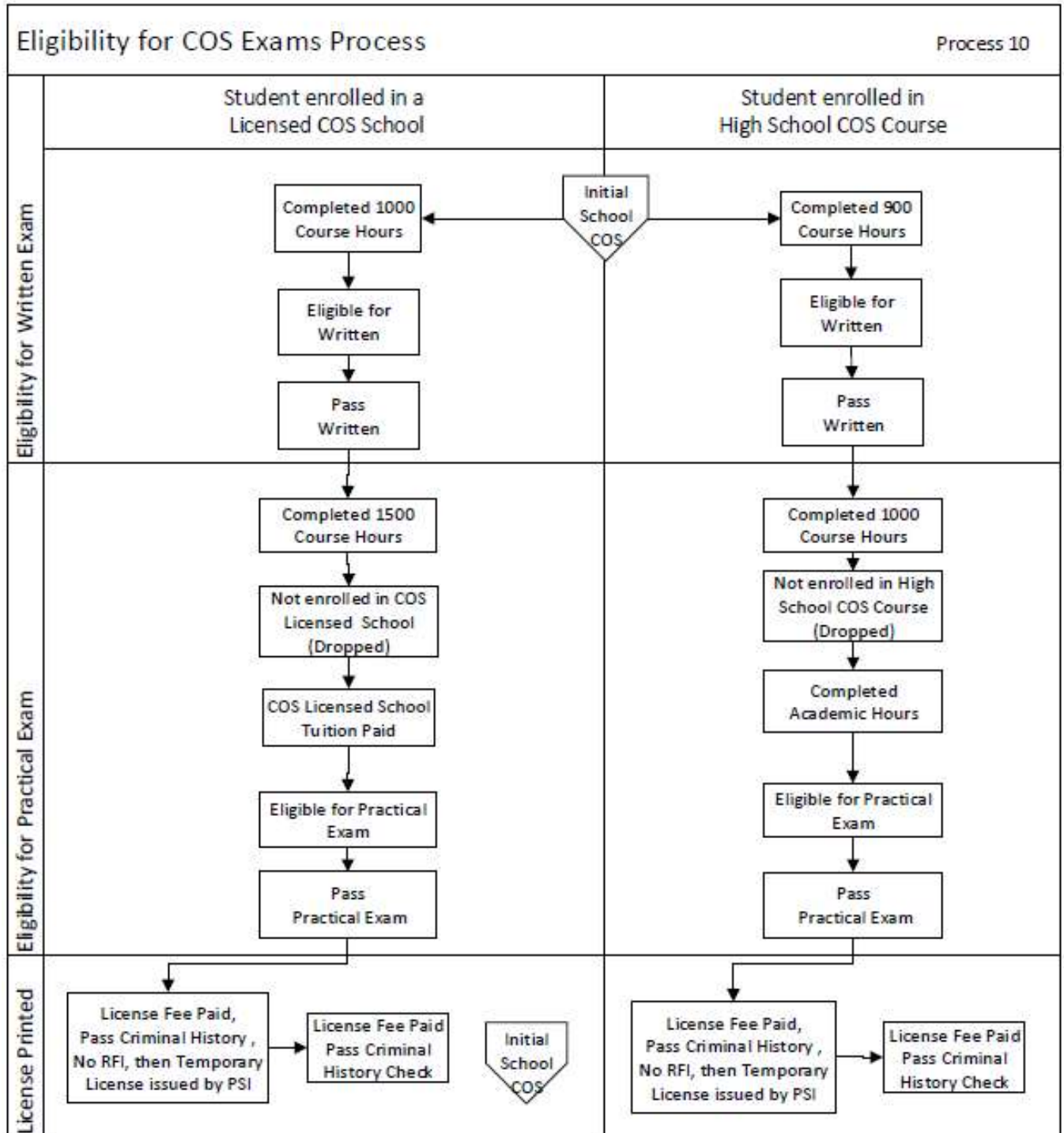
Process 9



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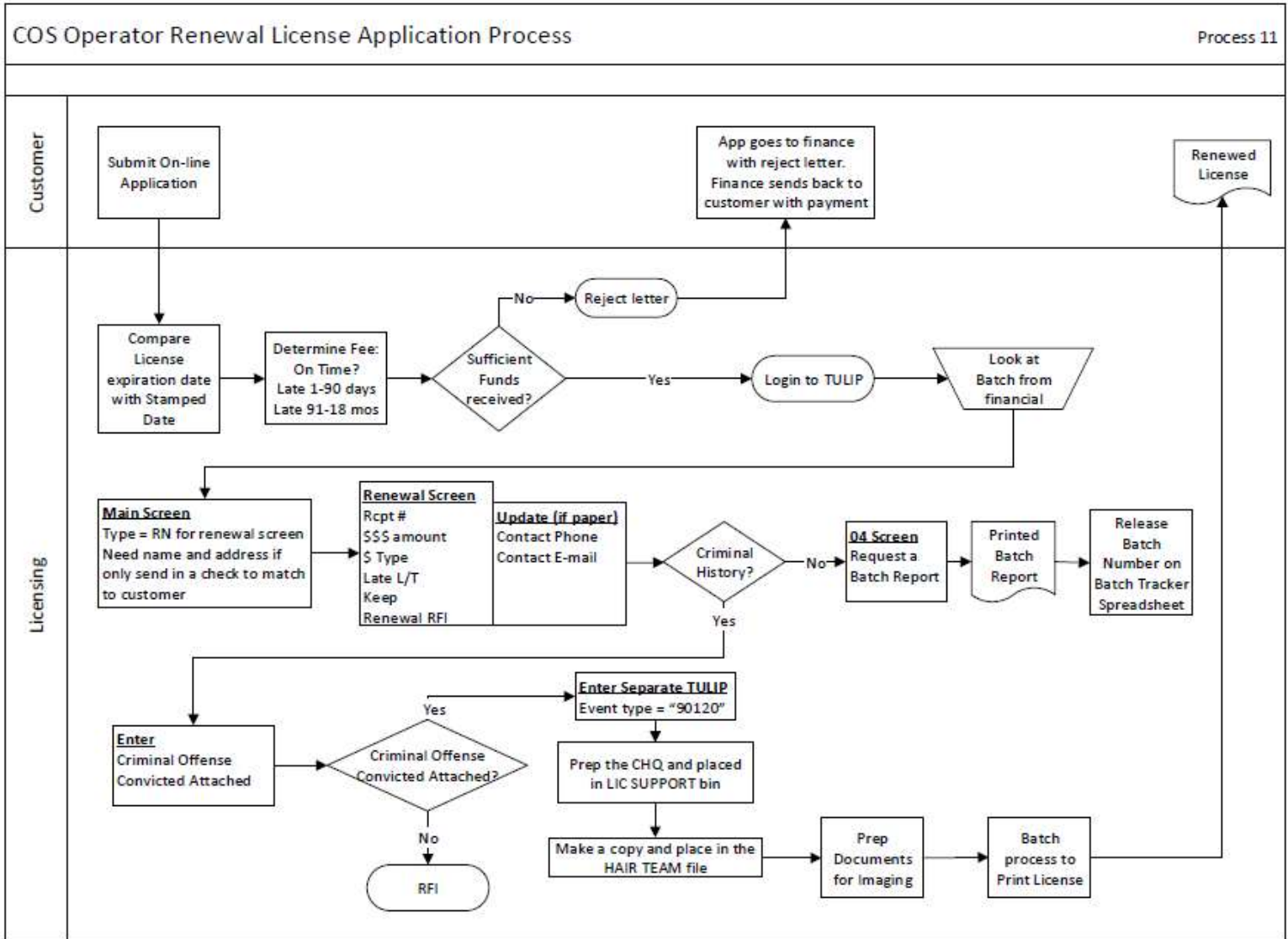
Process 10



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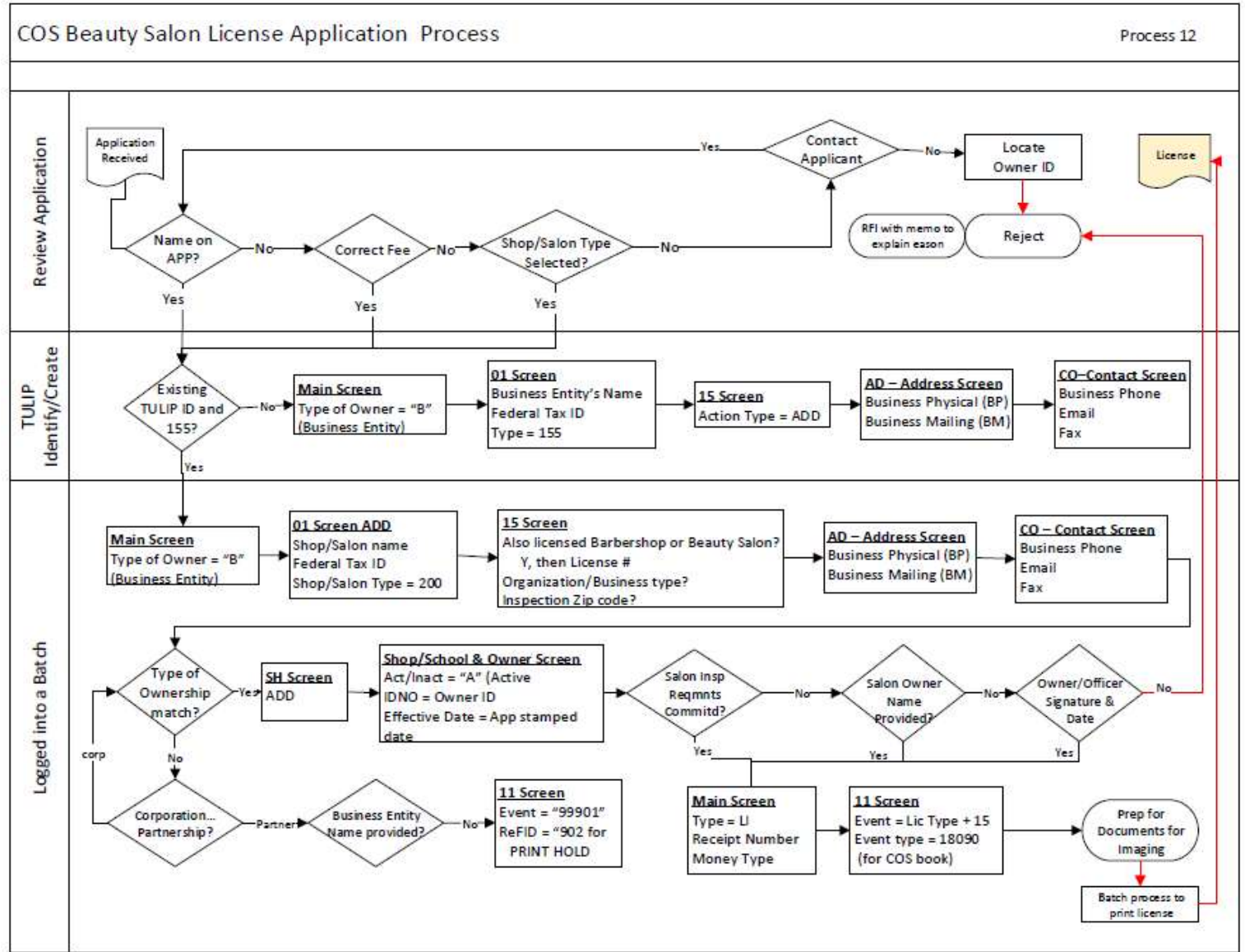
Process 11



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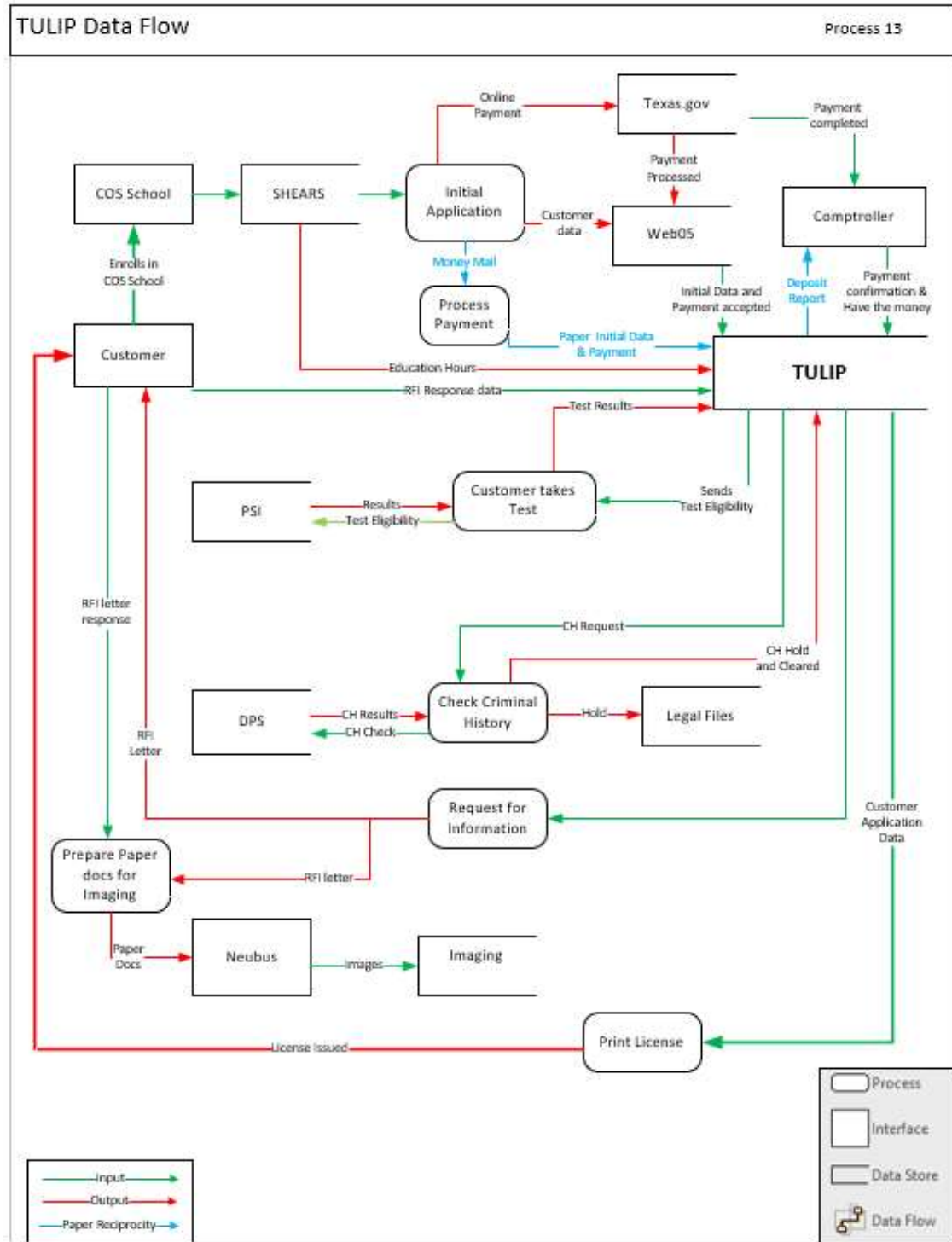
Process 12



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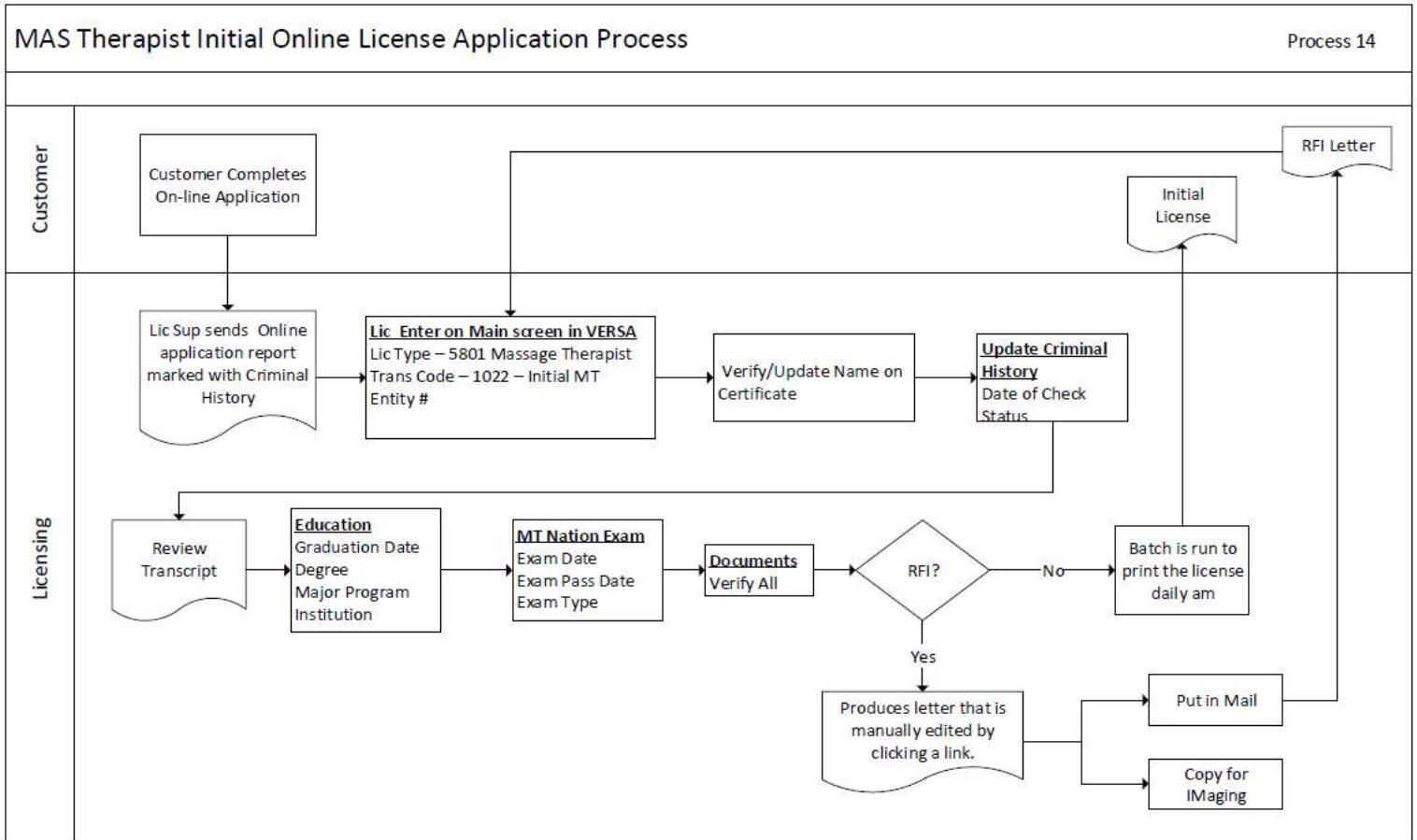
Process 13



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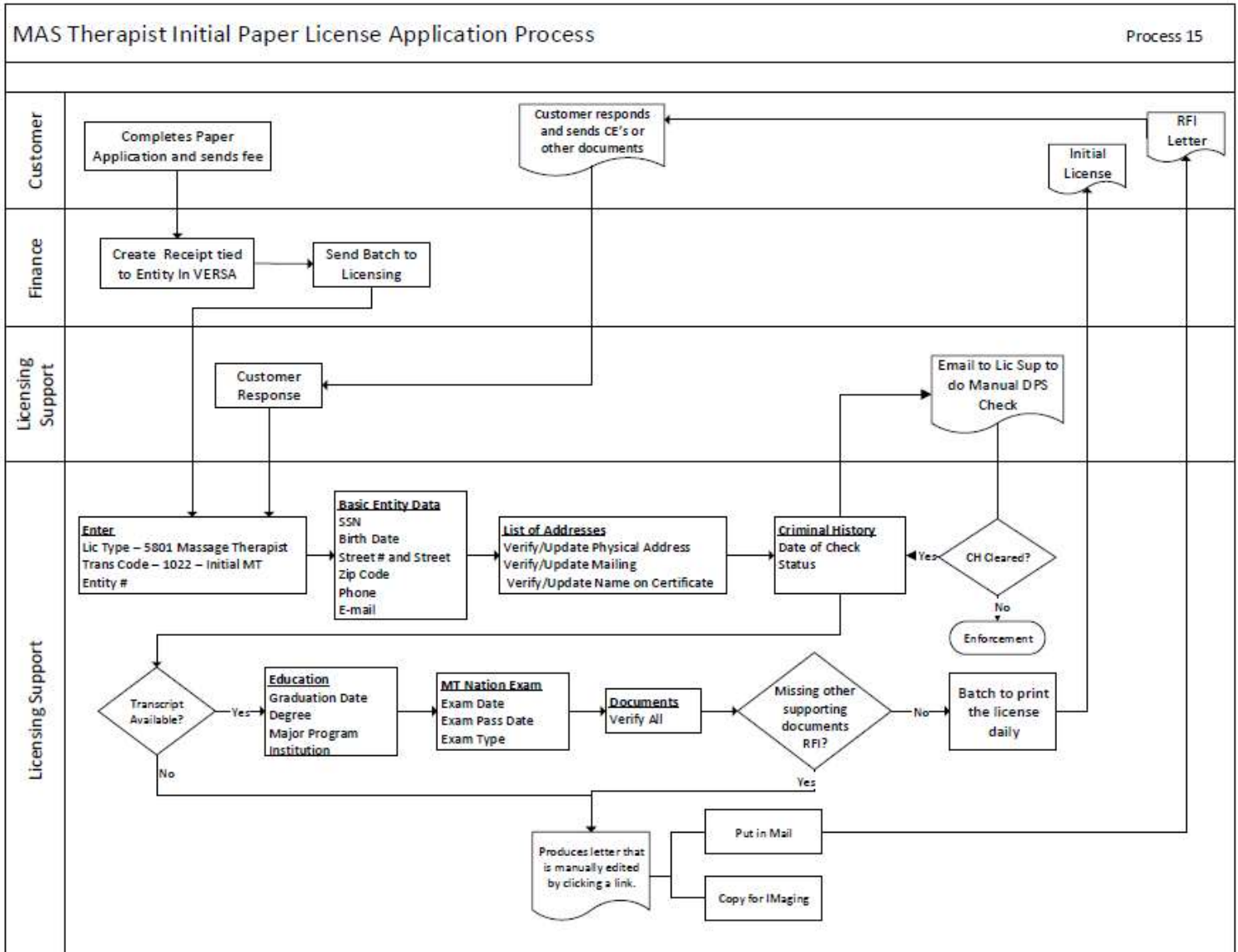
Process 14



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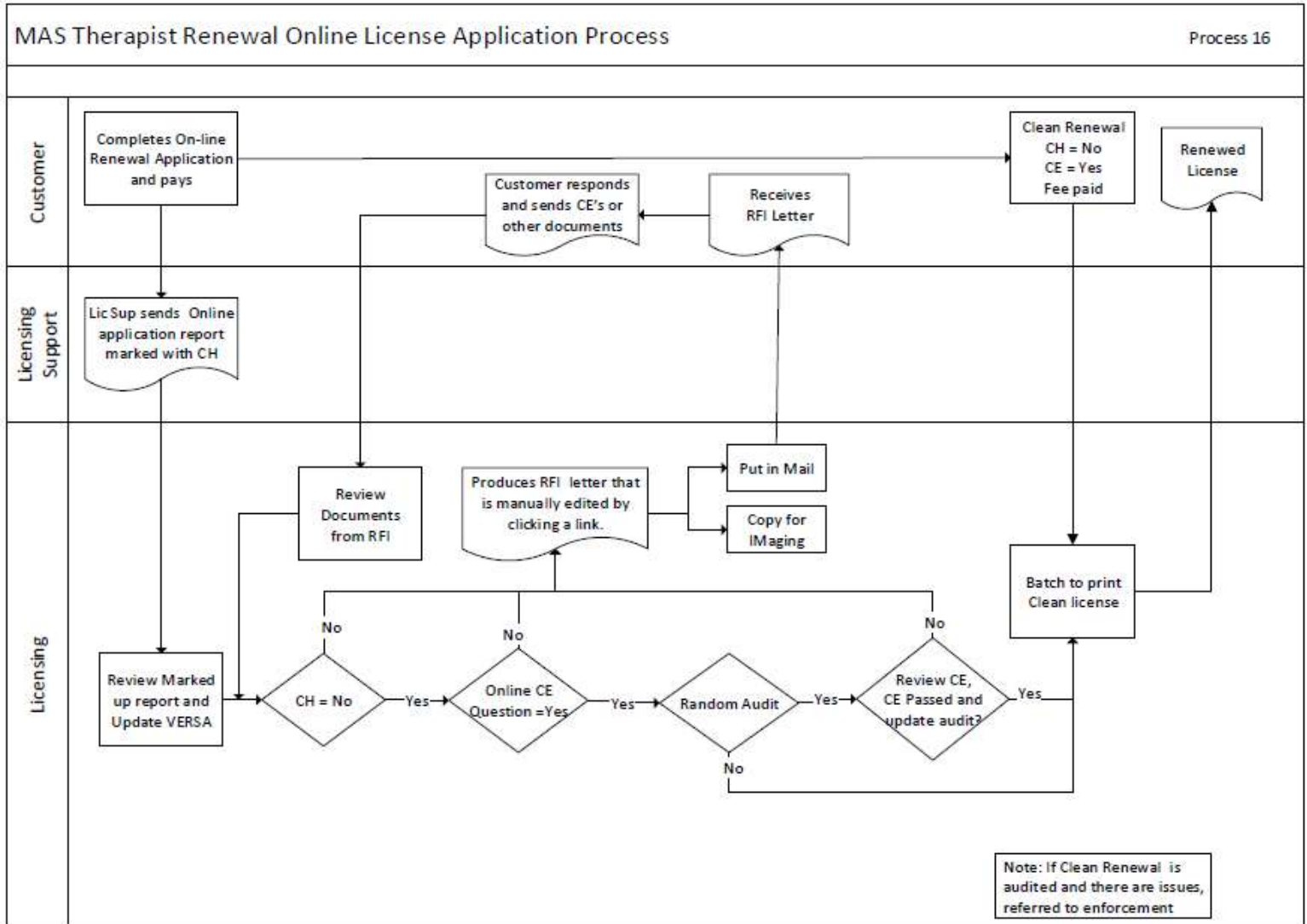
Process 15



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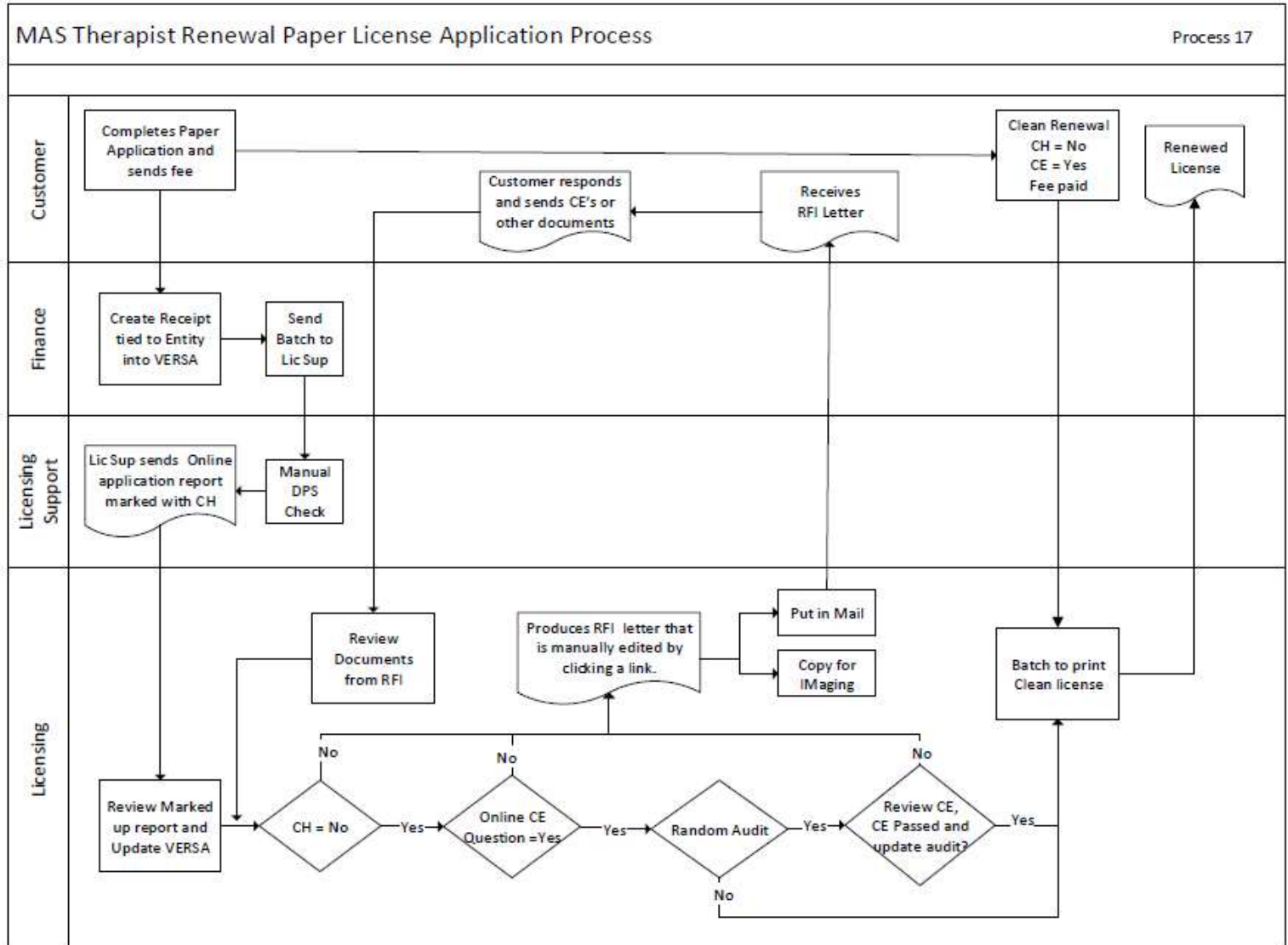
Process 16



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Process 17

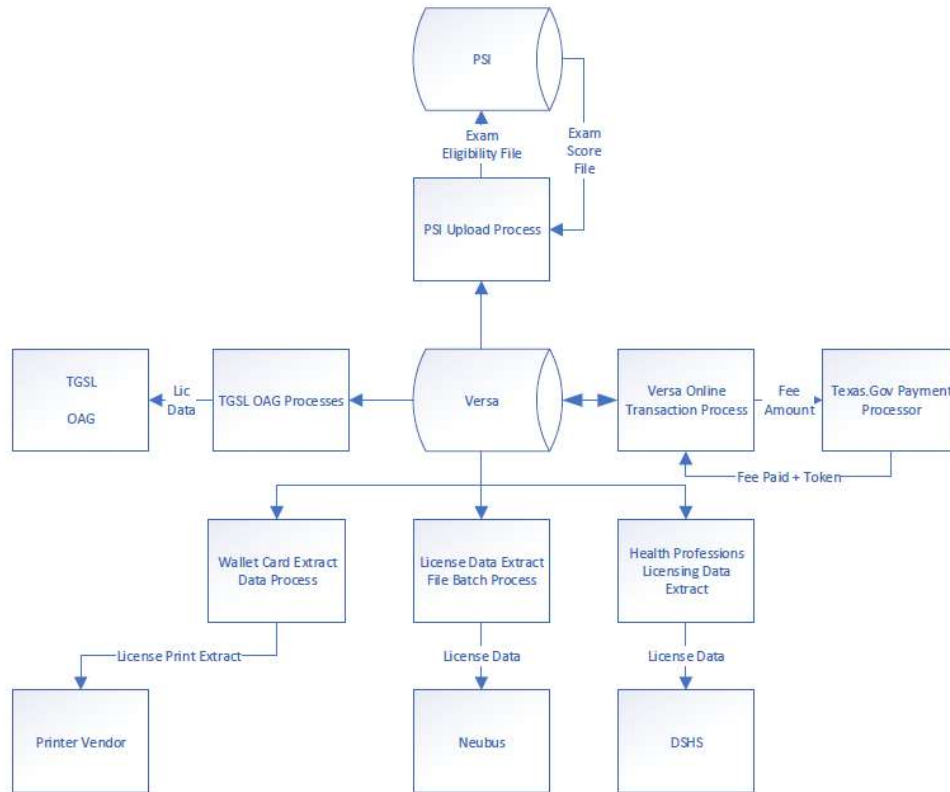


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Process 18

VERSA Data Flow

Process 18



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